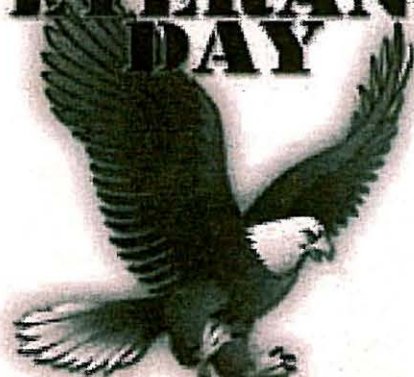


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Robert E. Bush Naval Hospital People of the Quarter Honored

The Officer, Civilians and Sailors of the Quarter at the Robert E. Bush Naval Hospital for the period of July 1 through September 30, 2005 have been selected.



Lieutenant Commander Rebecca S. Carlin, physician in the hospital's Primary Care Clinic, has been selected as the Officer of the Quarter.

Her citation reads in part, "Serving in the capacity as Family Physician, your untiring hard work and long hours ensured continued access to care for our patients during periods of staffing shortages. In addition to carrying your own large empanelment, you saw many additional patients from other empanelments of providers who had detached. The 1,358 total patients you saw this period, exceeded

all other providers. You also served as an Overseas Screener, conducting screenings in a most expeditious manner. Although very busy seeing patients, your staff and patient rapport continues to set the standard for other providers to meet. You were frequently requested by name by patients and staff to serve as their Primary Care Manager and set an example for all health care workers to emulate."

Petty Officer Second Class (FMF) Calvin L. Minesinger, of the Branch Health Clinic China Lake has been named as the Senior Sailor of the Quarter.

His citation reads in part, "As Leading Petty Officer, Ancillary Services, Branch Health Clinic China Lake, you demonstrated exceptional leadership, professionalism and



Continued on page 7

Fair Winds and Following Seas Shipmate

We just lost a shipmate and good friend...SK2 James Herford of the Material Management Department passed away Oct. 24, at the Naval Medical Center, San Diego after losing his battle with cancer.

SK2 Herford embodied the indomitable spirit of a Sailor and shipmate.

Petty Officer Herford was an important part of our Navy Family having proudly served this command since December 2002. Right from the beginning he was identified as a superstar. In February 2003 Petty Officer Herford was presented a gold star in lieu of a second Navy and Marine Corps Achievement Medal. He was very active in supporting the mission of this command both in and out of his work center. Just last March Petty Officer Herford received a Letter of Appreciation from the Commanding General for his volunteer efforts with a team from the hospital for the work they performed with the Combat Center's Prevention Program. This special program was designed to help the Marines and Sailors attached to units returning home to their families after fighting the war in Iraq.

Petty Officer Herford served the Navy honorably for the past 19 years, having entered boot camp at the Recruit Training Center Great Lakes on July 28, 1986. After advanced training he served on the USS Harry W. Hill (DD986); Naval Medical Clinic at Naval Station San Diego; USS Camden (AOE2); TRIDENT Training Facility, Bangor, Washington; and USS Carl Vinson (CVN70) before reporting here.

A Surface Warfare Qualified Sailor, Petty Officer Herford is the recipient of the National Defense Service Medal; Armed Forces Expeditionary Medal; two Navy and Marine Corps Achievement Medals and the Battle 'E' Award from the USS Harry W. Hill.

Petty Officer Herford is survived by his wife of 18 years, Wendy, sons James and Michael, daughter Christina, parents August and Tallulah Herford of North Great Falls, Montana.



Inside...

November is both National Diabetes Awareness Month and Tobacco Awareness Month. The combined health effects of being a diabetic and also using tobacco can be devastating. *page 2*

The Robert E. Bush Naval Hospital puts "providing quality patient care" at the top of the list of things to do at the hospital, and when a patient feels that they aren't receiving that quality care the hospital wants to know about it. *page 3*

The Robert E. Bush Naval Hospital Outpatient Services clerks handle, on average, over 3,000 monthly requests for appointments, cancellations, hospital information, and telephone consultations to primary care managers (PCM). *page 5*

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Here's to your health...

Explaining the Hazards of Smoking and Diabetes

By Martha Hunt, M.A. Health Promotions Coordinator
Robert E. Bush Naval Hospital

November is both National Diabetes Awareness Month and Tobacco Awareness Month. The combined health effects of being a diabetic and also using tobacco can be devastating. One out of five people with diabetes also uses tobacco and each year there are over 300,000 diabetes-related hospitalizations in California at an annual cost of \$3.4 billion.

How Does Type 2 Diabetes Happen? Type 2 Diabetes is caused when several risk factors act all at once to disrupt how your body handles sugar. First of all, when you eat too much food that has too much animal fat and don't get enough exercise, you start to put on weight. Then if that isn't bad enough, your parents gave you genes that made you hungry and genes that upset your insulin (the chemical in your body that controls your blood sugar). The more overweight you get from high fat foods and not exercising, the more your body's insulin loses control over your blood sugar. Fat from your diet settles in your pancreas and further damages the cells that produce insulin. Another set of genes inherited from your parents causes these insulin producing cells to die earlier than they normally would. At this point, your body stops producing enough insulin for your body's needs or your body stops responding properly to the insulin you do produce (insulin resistance), you can no longer control your blood sugar and you develop diabetes.

Smokers are nearly twice as likely to develop diabetes as are non-smokers! One reason for this is that smoking has been shown to increase "insulin resistance". Tobacco use affects your blood glucose level since nicotine raises your blood sugar level, making it harder to control your diabetes.

Nicotine also affects your adrenal levels. Adrenalin is the "fight or flight" chemical that readies your body for action in

time of danger. When you are stressed, you smoke. The nicotine causes your body to release adrenaline (making you even more jittery!). The adrenaline then pushes up your blood sugar levels (just like the nicotine pushed it up). When your blood sugar levels go up every time you smoke or dip, you have more trouble controlling blood sugar levels and your body suffers the damage of out of control blood sugar levels.

How does tobacco and diabetes combine to damage your body? Regarding your eyes, diabetes can block the tiny blood vessels in the eyes, a condition called retinopathy. Smoking triples the retinopathy progression rate.

Tobacco using diabetics have five times greater tooth loss than non-tobacco users. Also, if you smoke and have diabetes, you will have a greater chance of developing gum disease and losing your teeth.

If you have diabetes, smoking will increase the risk of nerve damage in all parts of your body, a condition which leads to numbness and sometimes pain. Tobacco use is associated with a 2-fold increase in risk in diabetic nerve damage.

People with diabetes already have an increased risk of heart disease, which is further elevated if they smoke. Poorly controlled diabetes can lead to a process called 'glycation', which damages the lining of blood vessels. People with diabetes whose condition isn't well-controlled will find that their blood is more likely to clot, since the platelets in the blood are 'stickier'. People with type 2 diabetes often have other risk factors (e.g., high cholesterol levels or obesity) that contribute to hardening of the arteries and heart conditions.

If you smoke and have diabetes, you are more likely to have a heart attack and 3 times more likely to die of cardiovascular disease. The nicotine in cigarettes increases your heart rate, and the carbon monoxide in cigarettes reduces oxygen in the blood. This means your heart has to work harder. Smoking also increases your cholesterol levels and the levels of some other fats in your blood, raising your risk of a heart attack.

Smoking increases the risk of life-threatening kidney disease in those with diabetes. This may be due to an increase in blood pressure and the effects of cigarette smoke on chemicals in the body that control kidney function.

People with diabetes are more likely to suffer from poor circulation in their feet and legs. Smoking slows the circulation in the smaller blood vessels and can aggravate foot ulcers, foot infections and blood vessel disease in the legs. Of people with diabetes who need amputations, 95 percent are smokers.

Smoking damages the cilia in your bronchial tubes. Smoking makes them slower and years of smoking will paralyze them completely. Smokers get colds and respiratory infections easier and this opens the body to all kinds of infections and illnesses. If you have diabetes, you already know how difficult it can be to manage your diabetes even when

you have something as 'mundane' as a cold.

If you are a man who smokes and has diabetes, you are more likely to experience problems with your love life. In fact, 1 in 6 tobacco users will develop some form of impotency directly related to the tobacco use. Smoking slows down blood flow and blocks blood vessels in the penis, and nerve damage may reduce sensation. Furthermore, blood vessel narrowing negatively affects circulation to the genitals, which contributes to impotence.

If you smoke and have diabetes, you increase the likelihood of reducing movement and flexibility in your joints. When it is hard to move and flex, you will get less exercise and you will continue to put on more weight and have less control over your blood sugar levels.

Where can you get tobacco cessation information? Health Promotions in the Naval Hospital

offers tobacco cessation classes. Classes are offered four Tuesdays in a row at 1200 & 1730 in classroom #3 in the family practice clinic. Both Nicotine Replacement Patches and Zyban are offered to aid in cessation. Classes are free to all and you can return as often as you need. The November class will start 15 Nov and you can call 830-2814 to sign up.

You also need to stay in touch with your health care provider after you quit tobacco as your diabetes control will probably improve. If so, your health care provider may want to change your insulin dose or diabetes pill schedule. Similarly, if you are being treated for high blood pressure or high cholesterol levels, your condition may improve so much that your health care provider may want to change your treatment.

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HM2 (SW) Erin L. Sjaarda

The Examiner welcomes your comments and suggestions concerning the publication. Deadline for submission of articles is the 15th of each month for the following month's edition. Any format is welcome, however, the preferred method of submission is by e-mail or by computer disk.

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HM2 A. Scott

Continued on page 6

Customer Relations is Top of the List at Naval Hospital

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

The Robert E. Bush Naval Hospital puts "providing quality patient care" at the top of the list of things to do at the hospital, and when a patient feels that they aren't receiving that quality care the hospital wants to know about it.

Just one avenue for a patient, or customer, to let their feelings known is through a Customer Relations Representative. Each department has someone assigned as the Customer Relations Representative, they are identified prominently in each clinic and department with a photograph... or you can just ask to see the representative so they can help you.

Heading all this up here at the hospital is the Customer Relations Officer or CRO. This officer reports directly to the Executive Officer of the hospital as one of her special assistants.

This job is now assigned to Lieutenant Wendy Stone, a Nurse Corps Officer.

Stone hails from Green Bay, Wisconsin, where she attended Southwest High. Following high school, she attended the University of Missouri where she earned a Bachelor of Science degree in Nursing. She then went on to attend the California College of Health Science where she earned a Masters of Public Health.

Stone's husband, David, encouraged her to join the Navy for travel and excitement, as he was once an Aviation Boatswain's Mate Handler (ABH) where he served on both the Kitty Hawk and New Orleans. Stone was a civilian nurse for three years before joining the Navy.

Stone's leadership philosophy is simple, "Work hard and demonstrate competency...others will follow." Her advice to be successful is, "to enjoy what you do."

Stone has demonstrated that she does enjoy what she does as her plans for the future is to stay Navy.

When not busy with work, Stone and her husband enjoy camping.

If you wish to contact Lt. Stone, her phone number here at the hospital is 830-2475.



Lt. Wendy Stone, Customer Relations Officer.

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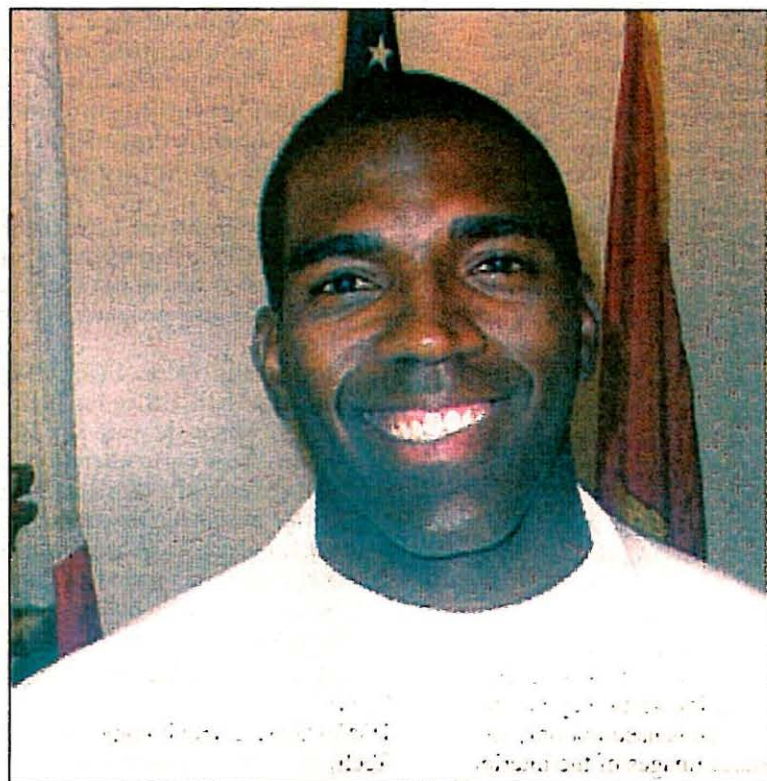


Super Stars and Hard Chargers...

HM3 Amber L. Couste, Health Care Operations, receives a Navy and Marine Corps Achievement Medal.



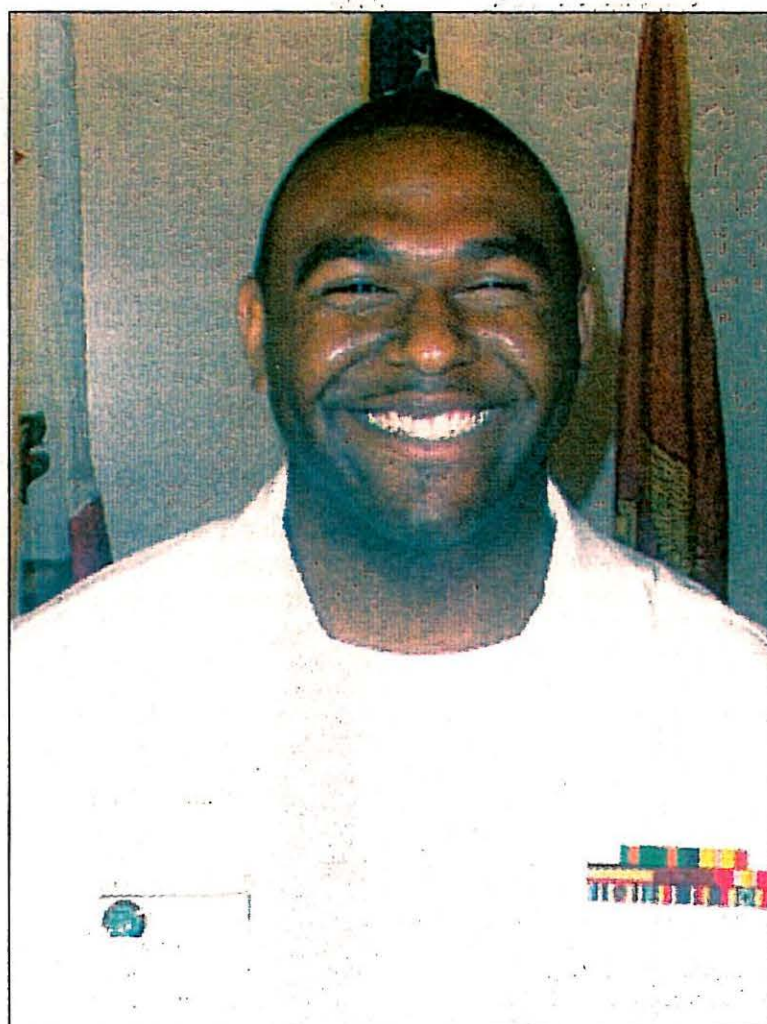
HM2 Dempsey L. Tomblin, Radiology Department, receives a Commanding General's Certificate of Commendation.



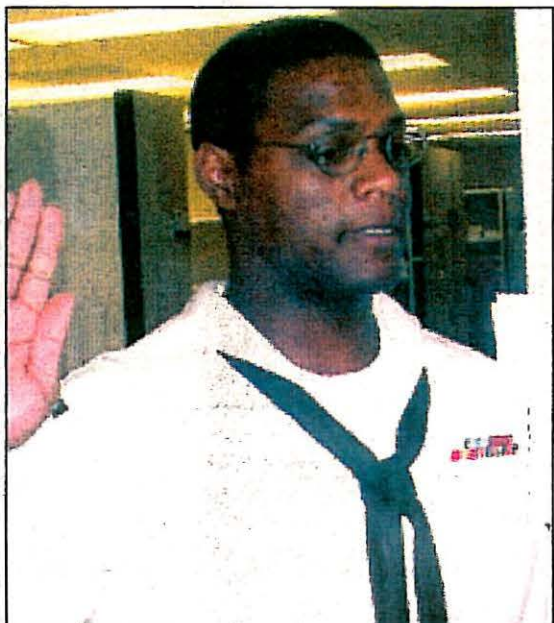
Lt. Cmdr. Dana G. Frey, Surgical Services Department, receives a Navy and Marine Corps Achievement Medal.



HM2 David E. Toston, Preventative Medicine, received the Navy and Marine Corps Achievement Medal.



HM3 Shedrick Edmond, Pharmacy, takes the oath during his recent reenlistment ceremony.



Accessing the Robert E. Bush Naval Hospital by Phone

By Lt.j.g. Holly Lee, Clinic Business Office
Robert E. Bush Naval Hospital

The Robert E. Bush Naval Hospital Outpatient Services clerks handle, on average, over 3,000 monthly requests for appointments, cancellations, hospital information, and telephone consults to primary care managers (PCM).

These clerks work directly with clinical services and routinely communicate with clinic staff regarding unique situations that require administrative or nursing intervention. Beneficiaries' needs are managed in real time through the Composite Health Care System (CHCS). PCMs and clinic nurses are notified immediately regarding hospital beneficiaries concerns and maintain a standard of responding within 48 hours to each telephone consult.

The hospital has encountered problems with the telephone system and processes. One of largest problems identified was the fact that some patients were being disconnected once connected to a clerk. This problem was compounded by the long wait times of patients waiting to actually speak to a clerk. Most complaints submitted reflected that when a patient called the appointment line there was an extremely long wait time to speak to the next available clerk and then they were disconnected when it sounded like a clerk was picking up the line.

The hospital staff understands that on average patients wait approximately twelve minutes before they actually speak to a clerk. This is a concern the hospital shares with its

patients. To combat this problem additional staff have been hired and everyone has been provided with additional training to ensure that resources are used to their fullest. As the hospital continues to refine the process, the below information is provided to address concerns and ensure the Robert E. Bush Naval Hospital provides quality access to care in a timely manner.

Did you know?

The best time to call Outpatient Services for routine concerns is in the morning from 9:30 to 11:30 a.m., and in the afternoons from 1:30 to 3:30 p.m., at 830-2752.

Using a land line is better than cell phones because there are fewer points for the land lines to access before connecting to the appointment line.

There is an Outpatient Services Customer Service Desk that is available from 7:30 a.m. to 4 p.m., located in front of the TRICARE Service Center. If visiting the hospital, or near by, beneficiaries can stop by to make an appointment instead of calling.

The Outpatient Services Customer Service Desk can be reached by calling 830-2655. If you are having difficulty contacting an appointment clerk by phone, please call the above number as a secondary resource. However, please note that this number is a regular telephone line and is not connected to the appointment line; so callers may hear a busy signal.

The Robert E. Bush Naval Hospital quarterdeck can be reached at 830-2190 for medical advice after normal working hours and during holidays and weekends. Our on-call medical officer will provide advice if needed. If you feel you are in urgent need of medical attention, contact 911 or visit the nearest emergency room.

November 6 -12 marked Radiologist Technologist Week

The most familiar use of the x-ray is the diagnosis of broken bones. However, medical uses of radiation go far beyond that. Radiation is used not only to produce images of the interior of the body, but to treat cancer as well. Some imaging techniques do not involve x rays, such as ultrasound and magnetic resonance scans. These latter diagnostic imaging modalities are increasing in usage.

In addition to digital diagnostic x-ray/Computed Radiography (CR), the Radiology Department of the Naval Hospital also offers: Computed Tomography (CT), Fluoroscopy, and Ultrasound (U/S). Other special radiological services (like MRI, Nuclear Medicine, etc.) are referred out to specialty services in the TRICARE network in the local geographical area. Mammography is also currently being disengaged into the TRICARE network until further notice.

The Radiologist, Radiology Technicians (military and civilian), and Radiology Clerical Staff assigned to the Naval Hospital Twentynine Palms are:

Radiologist: CDR Lane, M. (Dept. Head)

Radiology Technicians:
HM1 Ticsay, R., R.T. (R)
Sharon Myers, ARDMS
HM2 Merrick, M., R.T. (R)
Al Amoranto, R.T. (R), (CT)
HM2 Morocco, T., R.T. (R)

HM2 Pimentel, J., R.T. (R)
HM2 Tomblin, D., R.T. (R)
HM2 Fabian, R. (Radiology Tech)
HM3 Davis, L. (Radiology Tech)
HN Warren, S. (Radiology Tech)

Radiology Clerical Staff:

HM1 Mallard, T.
Mrs. Patty Paahana
HM2 Alvord, A.

The Radiology Technicians here produces superb diagnostic x-ray films of human anatomy for use in diagnosing medical problems referred by clinicians. They prepare patients for radiologic examinations by explaining the procedure and position patients appropriately. To prevent unnecessary radiation exposure, technologists protect patients' radiation-sensitive and reproductive organs by the use of lead shields and limiting the size of the x-ray beam, as prescribed based on the examination ordered. Radiographers operate radiographic equipment at the correct angles and heights over the appropriate body part requiring imaging.

Radiology technologists can seek more specialized training and perform more complex imaging examinations. For example, in fluoroscopy, radiographers prepare a solution of contrast medium for the patient to drink, allowing the radiologist to see soft tissues anatomy in

the body such as the gastrointestinal or genitourinary systems. Some Radiology Technologists operate computed tomography scanners (CAT scans) to produce cross-sectional images. Mammographers operate low dosage radiation equipment for locating breast masses or calcifications which patients or clinicians may not be able to palpate. Sonographers, also known as ultrasound technologists, use non-ionizing, high frequency sound waves to produce images, much like oceanic sonar. The image is viewed on a screen and may be recorded on a printout strip or photographed for interpretation and diagnosis by physicians. Sonographers look for subtle differences between healthy and pathological areas, and judge if the images are satisfactory for diagnostic purposes. Sonographers may specialize in neurosonography (the brain), vascular (blood flow), echocardiography (the heart), abdominal (the liver, kidneys, spleen, and pancreas), obstetrics/gynecology (the female reproductive system), and ophthalmology (the eye).

Other radiology specialties, not present at Naval Hospital Twentynine Palms, include Nuclear Medicine and MRI Technologists. MRI Technologists operate machines using giant magnets and radio

waves (rather than radiation) to create an image in a modality called magnetic resonance imaging (MRI). Nuclear Medicine Technologists image function (physiology) of various body systems through the use of radio-active injectable agents

and special cameras.

The Radiology Technologists at Naval Hospital 29 Palms deliver superlative service to the Twentynine Palms Base and Morongo Basin community, a combined population of over 45,000 residents.

Continued on page 6

Native American Heritage Month

Native Americans have participated with distinction in United States military actions for more than 200 years.

Their courage, determination and fighting spirit were recognized by American military leaders as early as the 18th century.

Native Americans were involved in the War of 1812, fought for both sides as auxiliary troops in the Civil War and were recruited by Teddy Roosevelt's Rough Riders during the Spanish-American war in 1898.

During World War I, 12,000 Native Americans served, many being awarded the Croix de Guerre and The Church War Cross for Gallantry for military actions in France.

During World War II, 44,000 Native Americans participated, with three Native American soldiers receiving The Medal of Honor. The most notable contribution during World War II was the utilization of 420 Navajo Code Talkers, an idea created by the earlier use of the Choctaw language to encode messages during World War I.

Battle experienced Native American troops from World War II were joined by newly recruited Native Americans to fight Communist aggression during the Korean conflict in which two Medals of Honor were awarded to Native American soldiers.

During the Vietnam conflict 42,000 Native Americans, 90 percent of them volunteers, fought in Vietnam and they have continued to serve during military operations in Grenada, Panama, Somalia and the Gulf War I and II.

At the close of the Twentieth Century, there were 190,000 surviving Native American military veterans. Their contributions continue to be recognized as they carry on their tradition of serving with pride, courage and distinction.

Access in the Primary Care Clinics and How You Can Help

The summer is over and Primary Care now has a full compliment of doctors and nurse practitioners to assist you with your health care needs. Appointments are filling often two to three weeks in advance.

The hospital is trying to focus on offering more same day appointments, not just for acute problems, but for example an appointment for a PAP smear, hypertension follow-up or a needed physical exam.

The Primary Care Clinics (Pediatrics, Family Medicine and Internal Medicine) are working in 15-20 minutes appointment increments. If you know that you have more than two issues or have a complicated chronic condition to discuss with your provider, please ask to extend the time to a 30 or 40 minute appointment.

In saying this however, it is very important that when you are unable to keep your scheduled appointment to please call and cancel the appointment. The hospital is seeing a tremendous increase in the num-

ber of patients who do not show for their appointments, leaving the provider underutilized. This becomes a missed opportunity to provide one or two other patients an appointment to be seen that day.

An appointment may also be delayed or have to be rescheduled when children under the age of 18 years are not accompanied by a parent to their appointments. Providers can not legally see a minor without the parents consent other than what is permitted by California law. A biological parent or legal guardian are the only acceptable members who can accompany the child. Please keep in mind that a friend or neighbor is not an acceptable replacement.

The goal is to assist you in managing your health care and to offer you an appointment of your choice with your primary care manager. The hospital providers enjoy getting to know their patients and providing top notch medical care and continuity of services. Please help the hospital to serve you in a timely manner.

Flu Season Is Here Once Again

By Lt. William Haug
Pediatrician
Robert E. Bush Naval Hospital

It's that time of year again...flu season is here.

Influenza is not a fun way to spend the holidays and it can be especially serious for high-risk patients. You are considered high-risk if you are pregnant, younger than two years of age, 65 years of age or older, have a chronic illness such as diabetes or asthma or are in regular contact with other high-risk individuals.

There is good news -- the hospital will have flu shots available and they do not anticipate a shortage like last year. All high-risk patients, family members or high-risk patients and anyone who would like to lessen their risk for influenza are encouraged to get vaccinated.

Patients may be denied vaccination if they are less than six months of age, are within the first trimester of pregnancy, have a severe egg allergy, have a moderate to severe illness or have experienced Guillain-Barre syndrome or any other serious reaction to a flu shot in the past.

The Robert E. Bush Naval Hospital expects to have the vaccine available in late October or early November. You may be able to reduce your risk of influenza by staying healthy, not smoking, avoiding touching your eyes, nose or mouth, avoiding others who are sick and washing your hands frequently.

Welcome Aboard...

Continued from page 3

CS2 D. White Jr.
HM3 S. Edmund
IT3 R. Delgado
HM3 D. Vasquez
HM3 A. Lopez
CS3 K. Crisostomo
CS3 C. Cheung
HN E. Johnson
HN C. Hilderbrand
HA J. Robertson

Life's Lesson...

You know you're getting old when people call you at 9 p.m. and ask, "Did I wake you?"

230th Navy Birthday Ball Celebrated in Fine Style

On 14 October 2005 Sailors from the Marine Air Ground Combat Center, Twentynine Palms California celebrated the 230th Birthday of the United States Navy.

Approximately 114 Sailors attended the celebration on Primm Valley Resort and Casino. It was a celebration of our Naval Traditions. "It was great to see everyone enjoying the night with their shipmates and families," I was surprised by how many Sailors brought their Mothers, Brothers and Sons to the ball. It was a great family environment and everyone felt like at home" said Lt. j.g. Frederick A. Matheu,

Chairperson of the 230th Navy Ball Committee.

Matheu went on to add, "It is with great pleasure that the 2005 Navy 230th Birthday Ball Committee, extend our sincerest gratitude to those who have helped in making the evening possible. To the entire staff of the Robert E. Bush Naval Hospital who took on the challenge of fundraising activities over the past several months, we thank you! The constant support and immense patience provided the strength we needed to see the night come to life."

Navy Birthday Ball Committee

Lt.j.g. Frederick Matheu

HM1 Gerald Russell
HM3 Monique Campbell
HM2 Ferran Mora
HN Stlaay Cloud-Morrison
Lt. Theresa Luley
CS2 Joe Lee
CS1 Ricky Monge
HM2 Dawn Smith
HN Jordan Berry
HMCS George Noli
Lt. James Redmond
CS1 Mario Reyes
HM3 Carmen Key
Lt. Abigail Velazquez
HM3 Tori Cahow
HN Nichole Moccio
HM3 Monica Thomas
HN Levi Gonzales
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Navy League, Palm Springs

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Lt. Cmdr. Marjorie Alexander
Lt. Cmdr. Jenevieve Williamson
Lt. Brian Hower
Mrs. Jessica Hower
Mrs. Sonia Matheu, Ombudsman
Mrs. Som Harz
CS1 Kevin Stewart
CS3 Manuel Davila
CS3 Jamie Wyckoff
CS2 Randolph Williams
CS3 Christene Cheung
CSSA Dorian Aleman
CSSR Marvin Decastro
CSSR Aaron Lee
CS1 Ricky Monge
Chief Petty Officer Association
MWR Committee

Radiologist Technologist Week...

Continued from page 5

"The Radiology Technologists here at Naval Hospital Twentynine Palms are a highly-motivated, hard-working team of active duty and civilians who represent the hospital, medical staff, Navy and Marine Corps, and their country with great distinction," said Commander Michael Lane, Radiologist.

It's been my pleasure to work with many Radiology Technicians and Technologists throughout my career. The dedicated professionals here at the Robert E. Bush Naval Hospital exemplify the best of the best," said, Lieutenant Commander Denise Breault, MSC, USN, Acting, Director Ancillary Services

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Robert E. Bush Naval Hospital People of the Quarter Honored...

Continued from page 1

managerial skills. You formulated and implemented an in-house cross-training program for junior staff that qualified personnel to serve as back-ups during staffing shortages and significantly enhanced the clinic's ability to provide quality customer service. You greatly enhanced customer service and saved the command over \$20,000 in TAD funding by coordinating with local fire fighters and NHTP Emergency Department to conduct National Registry EMT certification classes. This resulted in three additional EMT Technicians at Branch Health Clinic China Lake. Your hard work and dedication brought the clinic's EMPARTS status from 73% to 99 % in only two weeks. Your professionalism and devotion to duty contributed significantly to command mission success."



Patricia B. Farnham the hospital's Health Systems Specialist of the Health Care Operations Department has been named as the Senior Civilian of the Quarter.

Her citation reads in part, "Assigned as Health Systems Specialist, Health Care Operations Department, you consistently performed your duties in an exemplary manner. Showing unparalleled initiative, you willingly took over as the Data Quality Manager when the last manager transferred, allowing for zero loss in continuity. Knowledgeable, personable and hard working, you played vital role toward command mission success. You were heavily relied upon by the hospital staff and Command Suite for your professional and in-depth knowledge of data management requirements and hospital systems. You were the epitome of customer service and never turned anyone away. In addition to your role as Health Systems Specialist, you were also a Data Management Teacher, assisting personnel with reports, documents and graphs. On your own time, you taught individuals how to use Excel to create spreadsheets and setup databases for reports. You also assisted with many projects, creating materials and teaching personnel specif-

ic computer programs for future projects."

Petty Officer Third Class Carmen R. Key, Leading Petty Officer of the Optometry Department has been selected as the Junior Sailor of the Quarter.

Her citation reads in part, "As Leading Petty Officer, Optometry Department, you provided leadership and teamwork by implementing and revising the SF 600 which resulted in improving check-in time by five minutes per patient, saving the clinic and command more than two hours per day. You developed a rotation schedule for clinic personnel to complete the ADS requirements, Optometry ICD-9 Codes and End of Day Reports through your attention to detail and devotion to improvement, the clinic realized a 99% compliance rating. As a member of the Command Training Team, you assisted in reorganizing the Navy Rights and Responsibilities presentation which improved the quality of the indoctrination process. An active member of the Navy Ball Committee, you volunteered more than 30 off-duty hours organizing and participating in two car washes, two food sales, the command "Jail and Bail", a 70's dance and served as a member of the decorating committee."



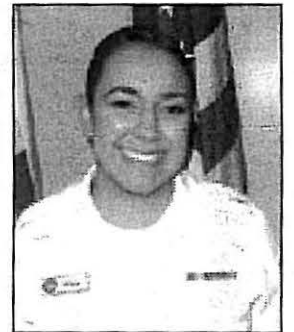
and continuity through your professionalism and meticulous organization. You demonstrated genuine concern and



empathy for the patient population as evidenced by your positive, personable approach to each patient you encountered. Recognized as a stable foundation in the clinics, you were sought by providers, nurses, and corpsmen for your experience and expertise in clinic policies and procedures. You accepted all assignments with ease and poise, and accomplished each day's duties without delay. An example for others to emulate, you displayed a positive outlook, consistency of character, and sincerity toward staff and patients. In keeping with the mission of providing exceptional healthcare, you supported and suggested constructive solutions and planning for clinic processes that directly contributed to accomplishment of thorough, efficient and individualized care."

Hospitalman Sabrina R. Hall of the hospital's Multi Service Ward has been selected as the Blue Jacket of the Quarter.

Her citation reads in part, "While serving as Senior Corpsman, Multi Service Ward, you surpassed all expectations of a Hospitalman and performed your demanding duties in an exemplary and highly professional manner. Through your daily efforts and superb knowledge, you provided care to more than 150 medical-surgical patients. You oriented three junior Corpsman to the unit, increasing quality of care and producing highly qualified and competent staff. As Department Training Coordinator, you maintained 17 education files, ensuring 100% compliance. As the Department MWR representative, you increased morale through awareness of base-wide activities and command functions. In addition, you served as BEQ representative, ensuring a high quality of living environment for all residents."



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Newborn Channel Now Available in the Spanish Language

By Dan Barber, Public Affairs Officer
Robert E. Bush Naval Hospital

As part of the "Family Centered" care initiative at the Robert E. Bush Naval Hospital, visitors to the facility can now view the Newborn Channel in Spanish on the hospital's channel 12 and the English version on channel 14.

This hospital's mission is to "deliver quality health services for all entrusted to our care" and that includes excellent, family-centered and safe maternity care. The Newborn Channel offers parents all sorts of information about the care of their new baby. This channel further enhances the continuing efforts of the hospital staff to provide quality maternity care.

The Naval Hospital offers the premium in amenities and comfort in a nurturing environment for mothers and their newborn infants. In the Desert Beginnings birthing unit, Mom remains in one home like location throughout the birthing process... no separate rooms for labor, delivery and for recovery. Best of all, Desert Beginnings is your new baby's room as well... promoting an environment for enhancing the bond between Mom and Baby.

Each room in the birthing suite also comes equipped with an entertainment center including TV, DVD Player and Stereo. A new Mom and Dad can view the Newborn Channel together, while bonding with the new baby.

However, you may view the Newborn Channel throughout the hospital without having to give birth. Simply tune to channel 12 for Spanish or 14 for the English version next time you visit the Naval Hospital.

New Personnel System's Final Regs Sent to Congress

By Jim Garamone
American Forces Press Service

WASHINGTON, Oct. 26, 2005 -- Ending a nearly two-year process, the Defense Department has presented the final National Security Personnel System regulation to Congress.

Acting Deputy Defense Secretary Gordon England said at a Pentagon news conference today that Congress has 30 days to review the final regulations.

The regulations will take effect Nov. 25. The changes ultimately will affect 650,000 of the 750,000 DoD civilian employees.

Once adopted, the labor-relations portion of the system will take effect immediately. "The human resources portion - the new pay bands, the pay-for-performance system, etc. - is scheduled to progressively begin in February," England said.

Some 60,000 employees are in the first group, or "spiral," to come under the new program, officials said. But human resources officials will be very deliberate in how the program goes, England said. In fact, the system will go through a six-month "mock period" before becoming effective.

"That is, at the end of six months, we will evaluate," England said. "We will act as if this was for real, but it will be a mock exercise in terms of the results that we can learn."

During the mock period, DoD employees will receive pay raises as in the past. It isn't until

January 2007 that the pay-for-performance portion of the system kicks in for real, officials said. "So we have all of next year to implement the system before it really counts," England said. "And we will then progressively put people in, and each time learn from those experiences and improve the system."

The deputy secretary said that if problems arise, DoD will halt the program and adjust it. "We want the system to work right for everyone," he said.

Setting up the system is enormously complicated, said Mary Lacey, program executive officer for the system. Training is a large part of the system, and DoD has been training human resources people and supervisors

how the system should work.

"It also involves the training of line managers who are actually going to operate the system and have an increased role in the system than they've had in the past in making determinations and decisions, as well as every employee," Lacey said.

All DoD employees will receive training in the system, Lacey said.

Office of Personnel Management Director Linda Springer said the system protects the principles that protect federal workers: merit systems principles, due process and veteran's preference.

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